

DEPARTMENT OF CONSUMER AND INDUSTRY SERVICES
BUREAU OF HEALTH SYSTEMS

ADMINISTRATIVE RULES FOR
SUBSTANCE ABUSE SERVICE PROGRAMS

PART 5: PREVENTION

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PART 5. PREVENTION

SUBPART 1. CAIT

R 325.14501 Records.

501(1) Identification records shall be maintained on the groups or individuals receiving prevention - CAIT services.

501(2) When services are provided to groups with established identities, such as school populations, civic groups, and professional groups, only group identification records need be maintained. These records shall include all of the following information:

- (a) The group's name or descriptive title and number of service recipients.
- (b) The name, phone number, and address of a responsible member of the group.
- (c) The type of service provided.
- (d) The date of service delivery.
- (e) The name of the staff member providing the service.

501(3) When services are provided to individuals, and when the services are a part of a formal, planned program of service delivery, records shall include all of the following information:

- (a) A notation that an individual received services. The name of the individual is not required.
- (b) The type of service provided.
- (c) The date of service delivery.
- (d) The name of the staff member providing the service.

SUBPART 2. PROBLEM ASSISTANCE

R 325.14521 Services and procedures.

521 A problem assistance program shall provide services to individuals either by telephone, at the program site, or on an outreach basis at the client's home, school, place of employment, or other appropriate location within the community. The program shall be capable of providing emergency assessment and shall be able to deal with acute emotional and behavioral distress.

R 325.14522 Emergency assistance; written policies required.

522(1) Written policies shall be developed concerning the extent to which emergency assistance will be carried out by the problem assistance program staff members and volunteers.

522(2) Policies shall be reviewed at least once annually by the governing authority, revised if necessary, and dated to indicate the time of the last review.

522(3) A listing of local sources of professional medical assistance, including hospitals, ambulance services, and physicians, who may be contacted in the event of an emergency or a staff member's need for immediate technical advice shall be kept on file. Written policies governing the circumstances under which contact may be made and who is authorized to make contact shall be kept on file, communicated to all staff, and approved by the program governing authority. This information shall be readily accessible to all staff who are authorized to make contact when on duty.

R 325.14523 Emergency telephone coverage.

523 A problem assistance program shall provide emergency telephone coverage 24 hours a day, 7 days a week. When paid or volunteer staff members are not present, arrangements shall be made for telephone recording devices or answering services to provide callers with information about the utilization of alternative community resources. These resources shall provide alternative problem assistance at the time that the licensed program is not in operation.

R 325.14524 Communication to the public.

524 In addition to a phone book listing, the program name and telephone number shall be communicated to the public in not less than 2 other ways, which may include the following:

- (a) Newspaper.
- (b) Radio.
- (c) Television announcements.
- (d) Posting in establishments where posting authority is available.

R 325.14525 Program staffing pattern; description and rationale.

525 A description of, and the rationale for, the program staffing pattern shall be on file at the program and shall indicate the number of paid and volunteer staff on duty and on call at various days and times. The rationale shall be approved in writing by the governing authority.

R 325.14526 Staff qualifications.

526 A staff member who provides problem assistance services shall have been trained, or have demonstrated experience, in the basic methods of dealing with the physical and psychological complications of acute drug and alcohol states. Skills shall include all of the following:

- (a) Basic communications and problem solving.
- (b) Visually identifying commonly abused substances.
- (c) Recognizing the behavioral manifestations of various alcohol and drug states.
- (d) Applying crisis intervention techniques.
- (e) Making referrals and undertaking follow-up procedures.
- (f) Familiarity with alcohol and drug use patterns, jargon, and life styles of the substance-abusing population served.

R 325.14527 Volunteers; supervision.

527 A volunteer shall be under the supervision of the program director or his or her designee.

R 325.14528 Substance use or abuse-related contacts log; content.

528 A log shall be kept of all substance use or abuse-related contacts. The log shall describe all of the following:

- (a) The substance or substances used, if known.
- (b) The nature of the contact.
- (c) The identity of the contact, if available.
- (d) The date, approximate time, and length of contact.
- (e) Recommendations made or referrals made, or both, including the name of the agency or service provider.
- (f) Other action taken.

- (g) The name of the individual handling the contact.

R 325.14529 Program participant records; development of written policies and procedures.

529 Written policies and procedures governing the compilation, storage, and dissemination of program participant records shall be developed. These policies and procedures shall insure that all of the following provisions are complied with:

- (a) That the program exercises its responsibility for safeguarding the program participant's case record against loss, tampering, or unauthorized disclosure of information.
- (b) That the content and format of program participant records is kept uniform.
- (c) That the entries in the program participant's case record are signed and dated.

R 325.14530 Support and rehabilitative services.

530(1) At a minimum, all of the following support and rehabilitative services shall be available to all clients either internally or through the referral process:

- (a) Education.
- (b) Vocational counseling and training.
- (c) Job development and placement.
- (d) Financial counseling.
- (e) Legal counseling.
- (f) Spiritual counseling.
- (g) Nutritional education and counseling.

530(2) A program shall maintain a current listing of services available on-site and by referral.